Personnel Director

Research and Flaming Staff

Annual Report for Calendar Iser 1952

- l. Attached hereto is a report summarising the major accomplishments of the Personnel Office for calendar year 1952. The statistical thiles employed likewise summarize personnel shadoutest data for the quiendar year.
- 2. An additional copy of the report has been forwarded, along with a proposed transmittal measurement, in the event you wish to forward a copy to the ID/A.
- 3. Sufficient copies of the narrative portion of the report Fave been prepared for distribution to each Division and Staff Chief in the Ferromal Office. If you agree that this distribution should be made, the statistical data in paragraph Sa will be deleted.

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PERSONNEL OFFICE ACCOMPLISHMENTS - CALENDAR YEAR 1952

1. General

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The more important accomplishments of the Personnel Office during calendar year 1952 were concerned with improving and broadening the services offered by the Porsonnel Office and with strengthening the career service concept. The past year also saw the Agency become fairly well stabilized in its staffing. With personnel procurement limited largely to replacement of attrition, the emphasis shifted from recruitment to the development of a well-rounded personnel program. Steps in this direction during the year were the continuing improvement and simplification of personnel procedures and records, the beginning of the development of a persound manual (which gave way to the new Agency system of regulatory issuggests), the completion of the coding of the qualifications of employees and applicants and the establishment of this data on machine records, inproved personnel statistical reports and reporting procedures, and increased emphasis on in-service placement activities and employee services. Jalendar year 1952 also saw a beginning to the implementation of the Agency's policy for decentralizing certain administrative activities, including personnel operations.

2. Personnel Procurement

a. A statistical summary of personnel staffing is furnished in Tabs A through C. Although special recruitment, particularly to meet Project requirements, required intensive effort in certain areas,

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with obtaining replacement personnel. The scarcity of qualified clerical candidates required that this phase of recruitment activity be conducted on a critical basis.

The lessening of quantitative requirements intensified the b. need for selectivity in the recruitment process. During the last six months of 1951, approximately 18% of the candidates considered for Agency employment were appointed. During 1952, only about 10% of the candidates applying were appointed. As a means of reducing unproductive recruitment contacts and as an aid to developing and exploiting productive sources, the Personnel Office completed the establishment of a comprehensive Lead/Source Index. This Index contains the names of individuals, colleges and universities, industrial concerns, associations, etc., with whom contact has been established. Source records are catalogued according to occupational groups and special skills and bear notations as to contacts made, security clearance of contacts, and results obtained. At the same time, an improved system for providing field recruitment officers with current personnel requirements information, including brief statements of qualifications desired. was established.

a. Upon approval by the Director of Central Intelligence of the program recommended by the CIA Career Service Committee, the Personnel

c. The schedule provided in Tab D reports the volume of typical work units in recruitment activity during the year.

^{3.} Career Service Program

Office participated in the implementation of the program at all levels. Career Service Boards were established in all major organizational components and were assisted in defining and clarifying their functions and responsibilities.

- b. Study of specific proposals concerning honor awards, hazardous duty pay, longevity awards, selection of professional personnel, and establishment of an executive inventory was undertaken by working groups established by the CIA Career Service Board, with active participation of Personnel Office representatives. Additionally, a variety of statistical and other data was furnished for these projects.
- c. Installation of the Personnel Evaluation Report, approved as the basic tool of the Career Service Program, was accomplished. Appropriate regulatory and procedural materials, providing for the utilization of this reporting system in other personnel activities, were developed by the Personnel Office and an intensive training program was conducted jointly with the Office of Training. During the last three months of the year, action was initiated to obtain evaluations for all employees who had been on duty with the Agency for nine months or longer.

4. Placement and Utilization

a. Considerable progress was made in providing a placement program which goes beyond the initial assignment phase. Extensive use was made of the technique of follow-up interviews to determine the suitability of assignments from the point of view of the supervisor and the employee concerned. This method assisted supervisors and placement

officers in identifying mis-essignments before serious problems arose. Creater emphasis was placed on effecting reassignment or separation of employees whose performance was not satisfactory.

- b. The recording of qualifications data was greatly improved
 by extension and refinement of machine records showing important 1 ~~

 sommel data, education, experience and other qualifications information. In completing this project, the Personnel Office developed
 code structures tailored to the Agency's needs and established current
 records for applicants, employees and consultants. Approximately 25X1
 applicant files, employee questionnaires, and consultant files 25X1
 were coded in establishing these qualifications registers, which are
 used extensively for both in-service placement and statistical purposes.
- c. A Placement Handbook, primarily for the use of Placement Officers, was published during the year. This handbook contains informational, regulatory and procedural material pertinent to placement and utilization activities.
- 5. Classification and Wage Administration

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Security Information

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- b. Considerable progress was made in developing uniform titles and definitions for Agency positions and in establishing classification standards applicable to Agency positions. In this connection the Personnel Office developed a new format and questionnaire for obtaining job information for classification purposes.
- c. Special procedures were established for review and action on recommendations concerning positions in grades GS-16, 17, and 18. A committee of key officials was established to review proposals for the establishment of positions at these levels as well as proposals for the assignment of individuals to these positions. A comprehensive review was made of all existing and potential super-grade positions of the Agency and a report prepared recommending allocations of these positions to the Review Board. In this connection, information was obtained on super-grade positions in other Federal agencies, and a recommendation was submitted as to the number which could appropriately be authorized for this Agency.
- d. A detailed analysis of the grade distribution of T/O positions as compared with the grade of the incumbents thereof was prepared for each Office. Additional reports prepared covered the distribution and grade level of administrative positions, and a listing of Agency positions by special categories (professional, technical, clerical, etc.).

a. The schedule provided in Tab D reflects the volume of typical work units in the testing activity.

^{6.} Testing Program

<u>.</u>
b. The research program of the testing service was con-
siderably broadened during the year. Projects were developed in the
following areas: reliability studies of tests currently used; ex-
perimental "tryout" of new tests; validity studies on skill tests in
terms of predicting performance in training and in "on-job" situations;
and revision of normative data for Agency populations. The services
of a consultant were obtained to
advise on the testing services offered generally and on research
problems particularly.

7. Employee Services

- Agency, was developed and published for distribution to all Agency personnel. This handbook provides general information about the Agency, conditions of employment, and other material of interest to individual employees.
- b. An orientation program was initiated by the Personnel Office to assist all new employees in acquainting themselves with the Agency. This is in addition to the comprehensive orientation course for professional employees, provided by the Office of Training, which is offered only once each quarter and is not designed to provide information on such subjects as leave, employee services, retirement benefits, etc. In addition, incoming clerical personnel now receive an intensive two-day training session in Agency administrative procedures while in the Interim Assignment Branch of the Personnel Office.

Security Information

- c. Security considerations have in the past made it difficult, if not impossible, for certain groups of Agency personnel to obtain low-cost hospitalization and surgical insurance. During the year, various solutions to this problem were explored and a plan for providing insurance service in cooperation with Group Hospitalization, Inc. was adopted. An Employee Services Staff has since been established to administer this program.
- d. Early in the year the Personnel Office initiated a program of presentations on various personnel topics of interest to personnel and administrative officers throughout the Agency. Typical subjects presented included Civil Service retirement, personnel procurement, separation of unsatisfactory employees, and the Agency's position classification program. In addition, the Personnel Office participated in a program sponsored by the Office of Training designed to acquaint key Agency officials with general programs and problems of an administrative nature.
- e. Improved service in the processing of compensation claims and retirement fund contributions and refunds was made possible by the establishment of special secure channels within the Federal Agencies involved for handling these cases. Simplified procedures for obtaining administrative approval of unusual leave requests were also established.
- f. Services offered to employees and their dependents preparing for overseas assignments have been improved and expanded. An informational booklet providing general processing instructions and general items regarding overseas conditions has been initiated.

8. Personnel Records and Reports

- a. Installation of the standard personnel records system contained in the Civil Service Commission's Handbook S-812, Basic

 Personnel Records and Files System for Federal Agencies, was completed. Service Record Cards (SF 7) were converted to this system, and procedures for establishing the Employee Record Card (OF 4b) in the operating offices were developed and later installed. Standard Form 52, Request for Personnel Action, was adopted for Agency use and a comprehensive instruction pemphlat regarding the initiation and processing of personnel actions was prepared and published.

 Simplification of procedures for effecting personnel actions involving a transfer of funds was undertaken.
- b. Responsibility for the production of all personnel statictics and for record-keeping and processing of tables of organization and personnel cailings was transferred to the Personnel Office during the year. Plans for a consolidated monthly statistical report were developed.

9. Organizational Changes

a. During the year, a Special Contracting and Allowances Staff
was established in the Personnel Office to administer the special
contracting function which was transferred to the Personnel Office and
the overseas allowances function. This Staff is responsible, in cooperation with the Office of the General Counsel, for the preparation
of all Agency personal service contracts and other special contracts
required in support of covert operations. The Staff is also responsible

for recommending to the Personnel Director the establishment of special allowances and differentials which may be granted in lieu of or in the absence of standardized allowances and differentials and for periodically reviewing them to make such changes as may be desirable or required by local conditions.

- b. Following a survey of the activities and operations of the Testing, Standards and Training Branch of Personnel Division (Overt), this Branch was re-organized. Responsibility for operation of the personnel pool was assigned to the newly-activated Interim Assignment Branch, and the clerical training function was transferred to the Office of Training. The testing function was placed in the newly-established Testing and Evaluation Division.
- c. In order to describe the functions and responsibilities of these components more appropriately, the Personnel Studies and Procedures Staff was re-named the Research and Planning Staff and the Career Management Division became the Career Davelopment Staff.
- d. A chart showing the organization of the Personnel Office at the close of the year is attached as Tab E.



TAB A

CIVILIAN PERSONNEL
SUMMARY
CALENDAR YEAR 1952

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TAB



TAB B

MILITARY PERSONNEL
SUMMARY
CALENDAR YEAR 1952

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TAB C

CIVILIAN PERSONNEL
SEPARATIONS
CALENDAR YEAR 1952

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TAB D

PERSONNEL OFFICE
SUMMARY OF TYPICAL WORK UNITS



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PERSONNEL OFFICE SUMMARY OF TYPICAL WORK UNITS MONTHLY AVERAGES - 1952

WORK UNIT

MONIHIN AVERAGE

1. Recruit	ment
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- a. Requisitions
 - (1) Average number on hand
 - (2) Positions covered by requisitions on hand
- b. Applications Considered
 - (1) New Applications
 - (2) Reactivated applications
 - (3) Rejects and declinations
 - (4) Reviewed for current vacancies
- c. Correspondence with applicants Outgoing latters prepared
- 2. Employment and Placement
 - a. Cases processed to I&SO for clearance
 - b. New employees entered on duty
 - c. Placement follow-up on new employees
- 3. Processing for Overseas Assignment
 - a. Travel Orders Processed
 - b. Interviews with employees
 - c. Travelers checked out
 - d. Agents transportation arranged
- 4. Testing and Evaluation
 - a. Number of Persons Tested
 - b. Number of tests administered and scored
 - c. Field test reports prepared
- 5. Other
 - a. Personnel Relations

Employee Interviews - exit interviews, counselling, etc.

b. Interim Assignment Branch

Weekly peak on-duty strength

1/ Based on date from June through December 1952.

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TAB E

PERSONNEL OFFICE
ORGANIZATIONAL CHART



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29 February 1952

MEMORANDUM FOR: Assistant Director (Personnel)

FROM

: Acting Personnel Director

SUBJECT

: Progress Report - Personnel Program

1. In accordance with Paragraph 2 of your memorandum to the Deputy Director (Administration) outlining a program for improvement of the over-all personnel situation, progress for the month of February 1952 is reported below.

2. Improved initial selection and placement.

- a. Previously reported programs for emphasis on the need for constant improvement in interviewing techniques and reporting and regular meetings of Placement Officers with routers of Personnel Procurement Division are being continued.
- b. Informal report of exploration by PPD of the possibility of utilizing commercial cover for employment checks has been made. A limited program of checks in higher level cases is continued.
- c. Outlines of the Testing Training program are attached. (Attachment 1.). Training sessions were delayed pending final approval of the proposed revision of the testing report form mentioned in progress report for January. Since interested users in Personnel and operating branches are being invited to discuss the proposed changes and publication of the final form cannot be anticipated immediately, it has been decided to proceed with the general training and to provide additional orientation when the new form is finally adopted.
- d. The Testing Branch has undertaken research on tests designed to aid in the selection of Medical Technicians and has begun experimental pre-testing of a new test of typing skill.

3. Placement follow-up.

Placement follow-up interviews are being conducted by both Overt and Covert Placement Branches. Additional training for Placement Officers in this activity is to be conducted in the near future.

4. More accurate recruiting requisitions.

The programs for developing a qualifications coding system and for establishing qualifications standards are still in progress as DOCUMENT NO. previously reported. NO CHANGE IN CLASS. []

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5. Performance evaluation.

- a. The Personnel Office and the Career Service Committee have renewed requests previously made to the General Counsel that appropriate steps be taken to obtain CIA exemption from the Performance Rating Act of 1950. These requests are based on security hazards implicit in administration by the Civil Service Commission of various provisions of the Act. (See Attachment 2.)
- b. Installation of the Personnel Evaluation Report form approved by the Career Service Committee for general use throughout the Agency is awaiting DCI approval.

6. Improved supervision of personnel.

- a. All members of the Personnel Office are continuing to take advantage of every opportunity to provide indirect and informal training in their regular contacts with supervisors.
- b. A special study was conducted by the Personnel Relations Branch, Personnel Division (0) of working conditions, type of supervision, and morale of CIA telephone operators.

7. More reliable turnover reports.

- a. Work is continuing on the development of a personnel statistical program. Special reconciliation of turnover reports will be made monthly until the results indicate that this extra check is not necessary.
- b. Personnel Relations Officers are continuing to place special emphasis on eliciting actual separations causes from resignees. A joint study is planned to analyze separations in terms of the following characteristics of resignees: reason for resignation, organizational location, position and grade level, age, sex, marital status, etc.

8. Other developments.

- a. Construction and installation of a qualifications coding system. Preliminary try-out of the questionnaire designed for use in recording employee qualifications will be made within the next two weeks.
- b. Personnel Procedures Manual. Work assignments for development of specific topics have been made on a task-force basis in the Personnel Office. Final draft of the Placement Chapter should be completed within the next two weeks.

- c. The special project for developing a Lead/Source index and a different system of requisition inventory for the Personnel Procurement Division has progressed satisfactorily. Several new forms have been devised and approved and most of the plans laid for fully implementing the procedures.
- d. A Field Reject Card has been devised which will eliminate preparation of reports of interview and subsequent preparation and maintenance of an applicant file for prospects who are rejected on the spot.
- e. A work measurement and staffing standards program for the Personnel Office is being developed as one phase of the project on Personnel Program Objectives.

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Attachments - 2



TRAINING COURSE IN TESTING SERVICES

(Course A: Program for Headquarters Placement and Recruitment Officers)

I. Introduction

- A. Greeting and orientation.
- B. Statement of purpose of course: Familiarization with policies and procedures sufficient to permit effective use of Testing Services.
- C. Synopsis of basic subjects to be covered in course.

II. General Principles of Testing

- A. Nature of Psychological Tests.
- B. Construction of Tests.
 - 1. Pre-testing (sample)
 - 2. Standardization Validity, reliability, etc.
- C. Values and limitations of Tests.
 - 1. Application in CIA.
 - 2. Other considerations in selection.
- D. Principles of Test Administration.
 - 1. Environmental conditions favorable.
 - 2. Condition of examinees optimal.
 - 3. Uniform testing instructions and time limits.
 - 4. Accurate scoring and reporting of results.
- E. Necessity for continuous research on test batteries.
 - 1. Appropriate norms.
 - 2. Intercorrelations.
 - 3. Validity studies.
 - 4. Revision, deletion, or addition to batteries.
- F. Security of test information.
 - 1. Scores not revealed to applicants.
 - 2. Information regarding nature and contents of tests not given to examinees.
 - 3. Dissemination of test results: Limited to authorized officials on need-to-know basis.

III. Testing Branch - CIA

- A. Diagram of organizational location.
 - 1. Structure of Testing Branch.

- B. Statement of function: Testing of applicants and agency employees under consideration for appointment to positions ranging from GS-2 through GS-9.
 - 1. Testing of applicants for higher level positions.
 - 2. Circumstances pertaining to employee testing.
 - 3. Advisory function: research and reports to higher officials on qualifications of agency employees.

IV. Description of tests regularly employed in Testing Branch.

- A. Basic batteries (folders of sample tests).
 - 1. Professional battery.
 - 2. Differential Aptitudes battery.
- B. Knowledge tests e.g., language tests.
 - 1. Relationship to FDD testing.
- C. Skills tests e.g., typing, shorthand.

V. Procedures in Testing Branch.

- A. In testing rooms.
 - 1. Preliminary remarks.
 - 2. Physical set up.
 - 3. Instructions including handling of questions and incidents during testing.
 - 4. Scoring.
- B. Report and interpretation of test results.
 - 1. Explanation of "Evaluation of Test Results" form.
 - a. Exhibit models of form.
 - b. Sample distributions of raw scores.
 - 2. Differential approach to testing.
 - a. What must be known to apply Job requirements, tests, meaning of report.
 - 3. Use and misuse of reports of test results.
 - 4. Use of written reports supplementing test scores in specific individual cases.
- C. Handling of special cases.
 - 1. Need for advance notification of handicap or unusual situation.
- D. Policies and procedures to be observed by Personnel Officials utilizing testing services.
 - 1. Authorizing of re-tests.
 - 2. Replacing lost test reports.

 - Reporting of test scores by telephone.
 Specific "procedures" to be followed in utilizing testing facilities.

VI. Future developments in Testing Services.

- A. Refinement of batteries.
 - 1. Better prediction.
 - 2. More specialized tests for differential jobs.
 - 3. Construction of new tests for uses peculiar to CIA.
- B. Increase scope.
 - 1. Personality rating scales and inventories.
 - 2. Individual tests non-verbal, intelligence and personality.
 - a. Application: Special cases of interest to Personnel Relations Staff and/or Medical Staff.

VII. Recapitulation and Evaluation.

- A. Review of basic principles.
- B. Examination.
- C. Critique, questions, and discussion.

VIII. Training Aids.

- A. The following Visual aids have been prepared for employment in the training course for Placement and Recruitment Officers:
 - 1. Graphic presentation of Evaluation of Qualifications.
 - 2. Diagram of Organization for Personnel activities.
 - 3. Two frequency distributions of scores achieved on a test at different grade levels.
 - 4. Sample test reports for demonstration of proper interpretation of test results.
- B. Also included in the presentation of this course will be folders containing written information regarding all phases of the Testing service. These folders will be issued to each member of the training group for use during the course, and will be retained by each as a desk reference.

TRAINING COURSE IN TESTING SERVICES

(Course B: Training Program for Specialized Recruiters)

I. Orientation

- A. Description of the course.
- B. Analysis of functions of testing in the field.

II. Organization and Function of Testing Branch.

- A. Relationship to other personnel functions, administrative offices, and operating units.
- B. Differences and similarities between procedures for applicants in the field and at headquarters.
- C. Current CIA Testing program.

III. Testing Techniques

- A. Procedures in effect in the Testing Branch.
- B. Basic general rules of test administration.
- C. Duties of the Test Administrator.

IV. Application of Testing Procedures in the Field.

- A. Specialized recruiting.
- B. Tests used in the field for specialized recruiting.

V. Administration of Tests

A. Recruiters actually take the tests that they will use in the field.

VI. Scoring

- A. Explanation of scoring method for each test.
 - 1. Raw Scores.
 - 2. Percentiles
- B. Practice by recruiters in scoring own tests.
- C. Explanation of Agency norms.

VII. Review of Recruiters' Manual

- A. Procedures for supply of test equipment and report of test results.
- B. Instructions for administering tests.
- C. Scoring instructions.

VIII. Discussion Period

- A. Recapitulation.
- B. Questions and comments on above information.
- IX. Examination on basic contents of the course.

X. Final Instructions

A. Issuance of testing kits.

TRAINING COURSE IN TESTING SERVICES

(Course C: Training Program for Clerical Recruiters)

FIRST DAY

I. Preliminary Indoctrination

- A. Discussion of testing of applicants in the field.
- B. Description of the course.

II. Organization and Function of the Testing Branch.

- A. Relationship to other personnel functions, administrative offices, and operating branches.
- B. Differences and similarities between field procedures and procedures in Washington.
- C. Current CIA Testing program.

III. Testing Techniques

- A. Procedures in the Testing Branch.
- B. Basic rules of test administration.
- C. Duties of a Test Administrator.

IV. Handling of Test Results.

- A. Raw scores, percentile scores.
- B. Test reports evaluation forms.

V. Operation of field Testing program.

- A. Clerical recruiting.
- B. Description of tests used in the field.

VI. Review of Recruiters' Manual

A. Procedures for supply of test equipment and report of test results.

VII. Briefing prior to observation of Testing Procedures in the Differential Aptitudes room.

- A. Observation of administration of typing and shorthand tests.
- B. Briefing on possible questions or situations in administering these tests 2002/07/10: CIA-RDP78-05939R000200030006-9

- VIII. Coaching and Practice in Scoring Typing and Shorthand Tests.
 - A. Review of scoring procedures.
 - B. Scoring of tests.
 - C. Tests re-scored by regular Test Administrator Recruiter's errors explained and corrected by the Test Administrator.

IX. Training in Administering the Shorthand Test.

- A. Study of instructions in manual.
- B. Practice dictation.

SECOND DAY

I. Intensive Training in LA-5 Test.

- A. Trainee takes test as regular examinee in Testing Room.
- B. Description and explanation of LA-5 Test.
- C. Training in scoring procedures Knowledge of and distinction between raw scores, and percentile scores, must be mastered.
- D. Practice in giving instructions for LA-5.

II. Practice in giving Typing and Shorthand Instructions, and Shorthand Dictation.

A. Preparation for giving tests in the testing room (if trained is ready).

III. Administration of Typing and Shorthand Tests.

A. Recruiter actually gives official tests to candidates under supervision of and with assistance from the Test Administrator.

IV. Scoring and Recording of Results

- A. Typing and shorthand tests scored by Recruiter.
- B. Recruiter's scoring checked by Test Administrator discussion of any errors or discrepancies.

V. Review

- A. All test instructions.
- B. Shorthand dictation.

- C. Scoring of all tests.
- D. Reporting of test results.
- E. Supply procedures.
- F. Contents of kits and manual.

THIRD DAY (and succeeding days)

- 8:30 10:30 -- Practice in all test instructions and shorthand dictation. 10:30 -- 12:30 -- Administration of typing and shorthand tests in the testing
- 1:00 2:00 -- Scoring of typing and shorthand tests.

(Practice on things needed most - usually dictation.)

Trainee administers battery - Test Administrator asks questions and presents situations likely to arise in administering the tests.

FINAL SESSION

- I Study and review period.
- II Examination on all aspects of course.
- III Discussion and evaluation of Recruiter's performance on examination.
- IV Final instructions issuance of kits, if necessary.



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21 February 1952

General Counsel

Assistant Director/Personnel

CIA Exemption from Performance Rating Act

- 1. Careful consideration has been given to the implications of the Agency's inclusion under the Performance Rating Act of 1950 (P.L. 873, 81st Congress). This review has reinforced our earlier opinion that the law contains provisions which are not consistent with CIA's security requirements. Parts of the Act which are objectionable in this respect provide that
 - a. No employee...shall be given a performance rating regardless of the name given to such rating, and no rating shall be used as a basis for any action except under a performance rating plan approved by the Civil Service Commission (Section 4).

This legislative mandate to the Civil Service Commission represents for the Central Intelligence Agency a continuing security problem as long as this Agency is covered by the Act. The exercise by the Commission of its approval function might involve the disclosure of Agency programs and procedures which make use of rating or evaluation systems. For example, certain groups of Agency personnel are rated at the conclusion of their training in preparation for assignment to various highly secret duties. Personnel actions affecting these individuals depend largely upon the results of these ratings. The requirement that such rating plans have the Commission's approval could result in the release of information regarding Agency missions and activities which are not even divulged to large numbers of Agency employees.

- b. The Board of Review which handles appeals by employees will be headed by a Chairman designated by the Civil Service Commission (Section 7 (b)).
- c. Each appellant may designate his representative to appear before the Board (Section 7 (d)).
- d. The Civil Service Commission is required to inspect the administration of the rating system or systems in use in an Agency; if it does not approve of the plan or of its administration by an Agency, the Commission may revoke the plan and require use of a plan prescribed by the Commission (Section 8).
- 2. In view of this situation it is strongly felt that every effort should be made to obtain for CIA legislative exemption from coverage under the Performance Rating Act.